Year 2001 Medicare Health Plans Available in Parts of American Samoa, Arizona, Guam, Hawaii, Nevada, and Northern Mariana Islands

Some plans may be open to current members only. Please call 1-800-MEDICARE or the health plan to ask if the plan you are interested in is currently accepting new members.

American Samoa				
Company Information	Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**
There are no health plans in the Medicare program for this area.				
	Arizona			
Sun Health MediSun, Inc. (H0302) 1-800-446-8331 Approved by Medicare Managed Care Plan	Basic (001)	Phoenix, Arizona	\$0	Yes
	Plus (002)	Phoenix, Arizona	\$40	Yes
PacifiCare of Arizona, Inc. (H0303) 1-800-347-8600 Approved by Medicare Managed Care Plan	Secure Horizons Basic Plan (024)	Maricopa, Pima and Pinal Counties	\$0	No
(continued on next page)	Secure Horizons Classic I Plan	Maricopa/ Apache Junction	\$0	Yes

Call 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048 for the hearing and speech impaired) or look on the Internet at www.medicare.gov for more detailed information, including costs and benefits, about these health plans.

(015)

- * This is the amount you must pay each month to belong to the plan. You must continue to pay the monthly Part B premium (\$50.00 in 2001). Some companies may offer extra benefits for an additional cost. New Part B premium amounts will be available in January for the year 2002.
- ** Some plans cover only certain drugs or pay up to a set dollar limit. Call the plan to get all the details of prescription drug coverage so you understand any conditions or limits.

Arizona

Company Information	Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**
PacifiCare of Arizona, Inc. (H0303) 1-800-347-8600 Approved by Medicare Managed Care Plan	Secure Horizons Classic II Plan (016)	Maricopa/ Apache Junction	\$0	Yes
(continued)	Secure Horizons Plus Plan (021)	Maricopa/ Apache Junction	\$25	Yes
	Secure Horizons Classic Plan (013)	Pima	\$0	Yes
	Secure Horizons Plus Plan (014)	Pima	\$25	Yes
	Secure Horizons Classic Plan (033)	Pinal	\$0	Yes
Humana Health Plan of Arizona, Inc. (H0307) 1-800-336-6702 Approved by Medicare Managed Care Plan	Humana Gold Plus (004)	Maricopa and Pinal Counties	\$0	Yes
Maricopa County DBA Maricopa Senior Select (H0350) 1-602-344-8760 Approved by Medicare Managed Care Plan	Maricopa Senior Select Plan (001)	Maricopa, AZ	\$0	Yes

Arizona				
Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**	
SeniorCare (014)	Maricopa County & Apache Junction	\$0	Yes	
SeniorCare (007)	Pima County	\$0	Yes	
SeniorCare (023)	Pinal County	\$0	Yes	
SeniorCare (008)	Santa Cruz County	\$0	Yes	
CIGNA HealthCare for Seniors (001)	Maricopa and Pinal Counties	\$0	Yes	
EverCare Arizona (001)	EverCare	\$0	No	
Aetna U.S. Healthcare Golden Medicare 10 (002)	Phoenix	\$10	No	
Sterling Option I (002)	Multi-State	\$65	No	
	SeniorCare (014) SeniorCare (007) SeniorCare (023) SeniorCare (008) CIGNA HealthCare for Seniors (001) EverCare Arizona (001) Aetna U.S. Healthcare Golden Medicare 10 (002) Sterling Option I	Plan NamePlan Service AreaSeniorCare (014)Maricopa County & Apache JunctionSeniorCare (007)Pima CountySeniorCare (023)Pinal CountySeniorCare (008)Santa Cruz CountyCIGNA HealthCare for Seniors (001)Maricopa and Pinal CountiesEverCare Arizona (001)EverCareAetna U.S. Healthcare Golden Medicare 10 (002)PhoenixSterling Option IMulti-State	Plan Name AreaPlan Service AreaMonthly Premium*SeniorCare (014)Maricopa County & Apache Junction\$0SeniorCare (007)Pima County SeniorCare (023)\$0SeniorCare (008)Santa Cruz County\$0CIGNA HealthCare for Seniors (001)Maricopa and Pinal Counties\$0EverCare Arizona (001)EverCare\$0Aetna U.S. Healthcare Golden Medicare 10 (002)Phoenix Hoenix\$10Sterling Option IMulti-State\$65	

Guam

There are no health plans in the Medicare program for this area.

	Hawaii			
Company Information	Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**
Kaiser Foundation Health Plan, Inc. (H1200) Phone Number Not Available Information Not Available Managed Care Plan Available to current members only	Not Available	Not Available	Not Available	Not Available
Kaiser Foundation Health Plan, Inc. (H1230) 1-800-564-2010 Approved by Medicare Managed Care Plan	Kaiser Permanente Senior Advantage (001)	Islands of Oahu, Maui and Hawaii except 3 ZIPs	\$72	No
Hawaii Medical Service Association (H1251) 1-808-948-6000 Approved by Medicare Managed Care Plan	65C Plus Plan (Basic Option) (001)	State of Hawaii	\$61.75	No
	65C Plus Plan (High Option) (002)	State of Hawaii	\$72.75	Yes
Health Plan Hawaii (H1252) 1-808-948-6017 Approved by Medicare Managed Care Plan	Health Plan Hawaii Classic (001)	State of Hawaii	\$55	Yes
	Nevada			
Health Plan of Nevada (H2931) 1-800-274-6648 Approved by Medicare Managed Care Plan (continued on next page)	Sr Dimensions Southern Nevada Basic Plan (002)	Clark, Esmeralda and Nye counties	\$0	Yes
	Sr Dimensions Southern Nevada Optima Plan (003)	Clark, Esmeralda and Nye counties	\$34.95	Yes

	Nevada					
Company Information	Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**		
Health Plan of Nevada (H2931) 1-800-274-6648 Approved by Medicare Managed Care Plan (continued)	Sr Dimensions Greater Nevada Optima Plan (005)	Lyon and Mineral counties	\$55	Yes		
	Sr Dimensions Greater Nevada Basic Plan (004)	Lyon and Mineral counties	\$0	No		
	Sr Dimensions Northern Nevada Basic Plan (006)	Washoe county	\$0	Yes		
	Sr Dimensions Northern Nevada Optima Plan (007)	Washoe county	\$34.95	Yes		
PacifiCare of Nevada, Inc. (H2949) 1-800-826-4347 Approved by Medicare	Secure Horizons Classic Plan (002)	Las Vegas	\$0	Yes		
Managed Care Plan	Secure Horizons Basic Plan (004)	Las Vegas	\$0	No		

	Nevada					
Company Information	Plan Name	Plan Service Area	Monthly Premium*	Prescription Drug Coverage**		
Hometown Health Plan (H2960) 1-775-982-3112 Approved by Medicare	Senior Care Plus (002)	Washoe County	\$33	Yes		
Managed Care Plan	Senior Care Plus (001)	Washoe County, Nevada	\$0	Yes		
Health Plan of Nevada (H2961) 1-800-274-6648 Approved by Medicare Managed Care Plan	Sr Dimensions Southern Nevada Basic Plan (002)	Clark, Esmeralda and Nye counties	\$0	Yes		
	Sr Dimensions Southern Nevada Optima Plan (003)	Clark, Esmeralda and Nye counties	\$34.95	Yes		
	Sr Dimensions Greater Nevada Basic Plan (004)	Lyon and Mineral counties	\$0	No		
	Sr Dimensions Greater Nevada Optima Plan (005)	Lyon and Mineral counties	\$55	Yes		
Sterling Life Insurance Company (H5006) 1-888-858-8572 Approved by Medicare Private Fee-for-Service Plan	Sterling Option I (001)	Multi-State	\$65	No		

Northern Mariana Islands

There are no health plans in the Medicare program for this area

Plan Quality

What does quality mean?

Quality is how well the plan keeps its members healthy or treats them when they are sick. Good quality health care means doing the right thing at the right time, in the right way, for the right person--and getting the best possible results.

What will I see on the following pages?

On the following pages, you will see information on two kinds of quality measures:

- 1. The percentage of plan members who rated their own care as the best possible care, and
- 2. The percentage of women who received a mammogram.

These two measures may not be the most important to you, but they show you the kind of information that is available. Medicare has information on more than 11 different quality measures. Other measures include care for people with diabetes, and overall plan satisfaction. See page 29 for how to order information on these quality measures.

How is health care quality measured?

Medicare gets information from people like you in Medicare managed care plans about how satisfied they are with their plans. The survey used to collect this information is called the Medicare Satisfaction Survey, or the Medicare Consumer Assessment of Health Plans Survey (**CAHPS**®). We use an outside research company to do the survey and report the results back to you. We plan to have a satisfaction survey in the near future for people in the Original Medicare Plan.

From Managed Care reports:

HEDIS[®] is a registered trademark of the National Committee for Quality Assurance ("NCQA"), and a copyright for HEDIS[®] 3.0 is held by the National Committee for Quality Assurance, 2000 L Street, NW, Suite 500, Washington, DC 20036. All rights reserved.

Managed care plans keep track of some health care services they give you and report that care to Medicare. Medicare collects this information, sometimes called "performance measures," from the Health Plan Employer Data and Information Set (**HEDIS**®). We carefully check this information before you see it.

How is health care quality measured? (continued)

From Doctor Bills:

Medicare collects similar health care services information in the Original Medicare Plan from bills that doctors send to Medicare.

Note: As new health plans join Medicare, quality information will not be available right away. It will be added to these charts as soon as it is available.

How to read quality information?

Quality information is usually shown in a bar graph. Bar graphs are pictures that show numbers or percentages. For example, if 56 percent of people with Medicare are female, that means that 56 out of every 100 people with Medicare are female. A bar graph showing that 56 percent of people with Medicare are female would look like this:

Example of Bar Graph Percentage of People with Medicare Who are Female



The information on the following pages about Medicare health plan quality is shown using bar graphs like the example above. The information on people with Medicare choosing to leave their plans is also shown using bar graphs.

To Order More Quality Information:

Call 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048 for the hearing and speech impaired), to ask for free information on quality measures other than the ones you see in this section. Or look at www.medicare.gov on the Internet. Click on Medicare Health Plan Compare.

What does this information mean?

This is the percentage of Medicare managed care plan members who said they received the best possible care from their managed care plan.

A sample of Medicare managed care plan members (seniors and people with disabilities) answered questions in the 1999 Medicare Satisfaction Survey. One of these questions asked them to rate the care they received in the last 6 months from all doctors and providers in their own managed care plan, using any number on a scale from 0 (worst possible care) to 10 (best possible care).

How do I read these graphs?

First, find the page for your State or area.

- The bars on the graph show the percentage of plan members who said they received the best possible care from their managed care plan (a rating of 10).
- The first red bar on the graph shows the average for all managed care plans in your State that reported this data. The rest of the bars show the percentage for each plan. Find the percentage for the plan you are interested in and compare it to the state average.
- When you compare plans, look for large differences in the size of the bars. **Small differences between plans usually do not mean a lot**.
- Sometimes you will see more than one bar for the same managed care plan in your area. This is because the same plan may cover different areas, and quality measures may be collected for each different area. Look for the bar that covers the area where you live by finding the name of your managed care plan with your area in parentheses under it.
- For some plans, you will see a note on the graph instead of a bar. This note will explain that data is not available for this plan because: the plan is too new to be measured; the number of Medicare members was too small to report; or Medicare did not require the plan to report this information.

American Samoa Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)

There are no managed care plans in the Medicare program for this area.

Arizona Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)

Average for all Medicare managed care plans in Arizona 42%

Individual Plans

H0359	Aetna U.S. Healthcare, Inc.	47%
H0354	CIGNA HealthCare of Arizona, Inc.	40%
H0307	Humana Health Plan of Arizona, Inc.	44%
H0351	Intergroup of Arizona, Inc. (Phoenix)	41%
H0351	Intergroup of Arizona, Inc. (Tucson)	40%
H0350	Maricopa County DBA Maricopa	45%
H0303	PacifiCare of Arizona, Inc. (Phoenix)	42%
H0303	PacifiCare of Arizona, Inc. (Tucson)	42%
H0302	Sun Health MediSun, Inc.	Not Available: This plan was too new to be measured.
H0357	United Healthcare Insurance Company	Not Available: Medicare did not require this plan to report this information.

Guam Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)

There are no managed care plans in the Medicare program for this area.

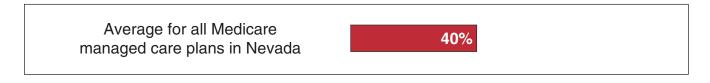
Hawaii Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)



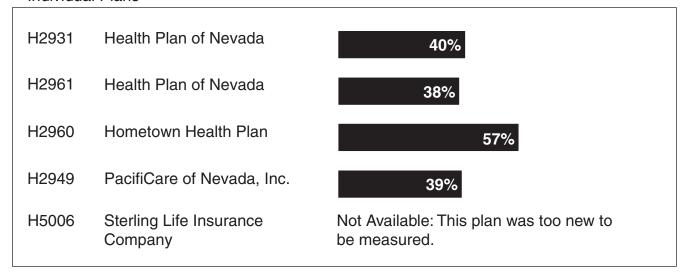
Individual Plans

H1251	Hawaii Medical Service Association	58%
H1252	Health Plan Hawaii	Not Available: This plan was too new to be measured.
H1230	Kaiser Foundation Health Plan, Inc.	54%
H1200	Kaiser Foundation Health Plan, Inc.	55%

Nevada Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)



Individual Plans



Pacific Military Managed Care Plans The Percentage Who Rated Their Own Care as the Best Possible Care (a rating of 10)

There are no managed care plans in the Medicare program for this area.

What does this information mean?

This is the percentage of women between the ages of 52 and 69 who got an x-ray to check for breast cancer (called a mammogram) in 1997 or 1998.

Important Note: Medicare covers one screening mammogram every 12 months for women with Medicare age 40 or older.

Why is this information important?

A mammogram is an x-ray of the breast that can help find breast cancer early, when the tumor is so small it cannot be felt. When breast cancer is found early, it is more likely to be treated successfully. There is less chance that the cancer will spread to other parts of the body.

What does this information tell you about Medicare health plans?

If the percentage of women receiving a mammogram is HIGH (closer to 100%), the health plan is doing a GOOD job of making sure its members are getting mammograms, which can help find cancer early, when it's easier to treat and cure.

Doctors play an important role in making sure that women get regular mammograms. So do the women themselves. Some health plans can make a difference by encouraging doctors to refer women for regular mammograms, and by sending reminders about why mammograms are important.

How do I read these graphs?

First, find the page for your State or area.

- The bars on this graph show the percentage of women between the ages of 52 and 69 who got a mammogram in 1997 or 1998.
- The first red bar on the graph shows the percentage for the Original Medicare Plan in your State. The second red bar shows the average for all managed care plans in your State. The rest of the bars show the percentage for each plan.

How do I read these graphs? (continued)

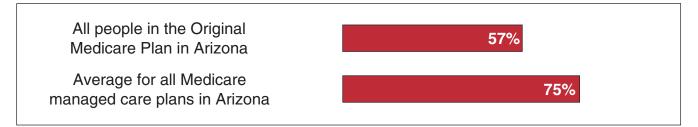
Find the percentage for the plan you are interested in and compare it to the state average.

- When you compare plans, look for a difference of 10 percentage points or more between plan ratings. Small differences between plans usually do not mean a lot.
- Sometimes you will see more than one bar for the same managed care plan in your area. This is because the same plan may cover different areas, and quality measures may be collected for each different area. Look for the bar that covers the area where you live by finding the name of your managed care plan with your area in parentheses under it.
- For some plans, you will see a note on the graph instead of a bar. This note will explain that data is not available for this plan because: the plan is too new to be measured; the number of Medicare members was too small to report; Medicare did not require the plan to report this information; or Medicare determined that the percentage was not accurate.

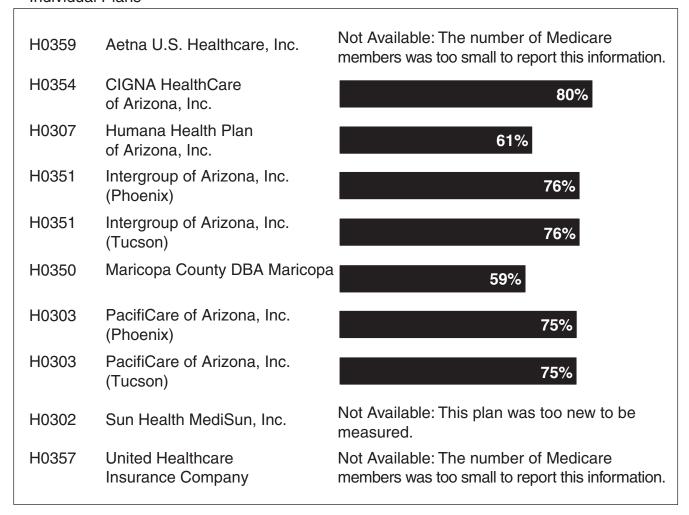
American Samoa Health Plans The Percentage of Women Who Received a Mammogram

There are no health plans in the Medicare program for this area.

Arizona Health Plans The Percentage of Women Who Received a Mammogram



Individual Plans

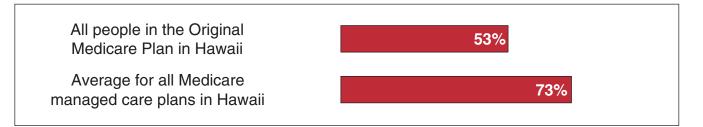


Source: This information is from 1997 and 1998, and is about women with Medicare between the ages of 52 and 69. The Original Medicare Plan information comes from bills that doctors sent to Medicare. The rest of the information comes from Medicare health plans and is carefully checked for accuracy by Medicare.

Guam Health Plans The Percentage of Women Who Received a Mammogram

There are no health plans in the Medicare program for this area.

Hawaii Health Plans The Percentage of Women Who Received a Mammogram

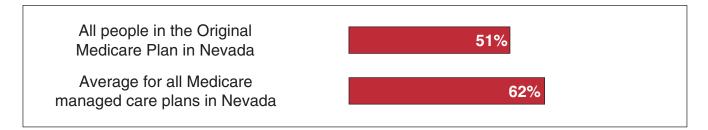


Individual Plans

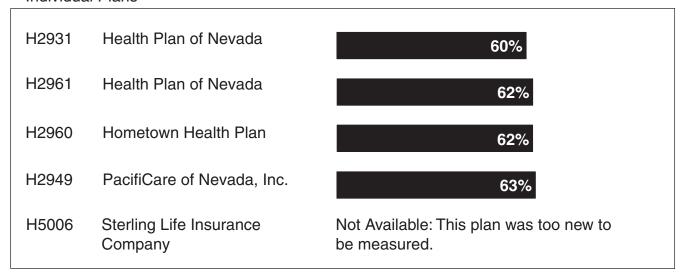
H1251	Hawaii Medical Service Association	68%
H1252	Health Plan Hawaii	Not Available: This plan was too new to be measured.
H1230	Kaiser Foundation Health Plan, Inc.	83%
H1200	Kaiser Foundation Health Plan, Inc.	Not Available: This plan was too new to be measured.

Source: This information is from 1997 and 1998, and is about women with Medicare between the ages of 52 and 69. The Original Medicare Plan information comes from bills that doctors sent to Medicare. The rest of the information comes from Medicare health plans and is carefully checked for accuracy by Medicare.

Nevada Health Plans The Percentage of Women Who Received a Mammogram



Individual Plans



Pacific Military Health Plans The Percentage of Women Who Received a Mammogram

There are no health plans in the Medicare program for this area.

Source: This information is from 1997 and 1998, and is about women with Medicare between the ages of 52 and 69. The Original Medicare Plan information comes from bills that doctors sent to Medicare. The rest of the information comes from Medicare health plans and is carefully checked for accuracy by Medicare.

Plan Disenrollment

Percentage of Members Who Disenrolled From (Chose to Leave) Medicare Managed Care Plans and the Percentage Who Stayed During 1999.

What does this information mean?

This is the percentage of people with Medicare who chose to leave their Medicare managed care plan and the percentage who stayed during 1999. The information was collected from Medicare managed care plans and does not include members who died, moved out of the area, were not eligible for managed care under Medicare, or whose plan decided not to serve people with Medicare in that area.

Does this information tell me why people chose to leave their Medicare managed care plans?

No. However, starting this year, Medicare will ask people who chose to leave a Medicare managed care plan the reasons why they left. **Starting in 2001, you will be able to find out why people chose to leave a Medicare managed care plan** by calling 1-800-MEDICARE (1-800-633-4227) or by looking at www.medicare.gov on the Internet. Click on Medicare Health Plan Compare.

People with Medicare may choose to leave their managed care plan for many different reasons. A higher percentage of people leaving a plan does not by itself mean that there are problems with that plan.

How do I read these graphs?

First, find the page for your State or area.

• Each bar on the graph is divided into two parts. The first part of the bar shows the percentage of people with Medicare who were enrolled in a managed care plan in 1999 and chose to leave their plans. The second part of the bar shows the percentage of people with Medicare who were enrolled in a managed care plan and chose to stay in their plans.

How do I read these graphs? (continued)

- The first red bar on the graph shows the average for all people with Medicare in your State who chose to leave their Medicare managed care plan and the percentage of those who stayed for the State or area. The rest of the bars show the percentage for each plan. Find the percentage for the plan you are interested in and compare it to the state average.
- When you compare plans, look for large differences in the size of the bars. Small differences between plans usually do not mean a lot.
- Sometimes you will see more than one bar for the same managed care plan in your area. This is because the same plan may cover different areas, and this information may be collected for each different area. Look for the bar that covers the area where you live by finding the name of your managed care plan with your area in parentheses under it.
- For some plans, you will see a note on the graph instead of a bar. This note explains that data are not available for this plan because the plan is too new to be measured; the number of Medicare members was too small to report; or Medicare did not require the plan to report this information.

For More Information:

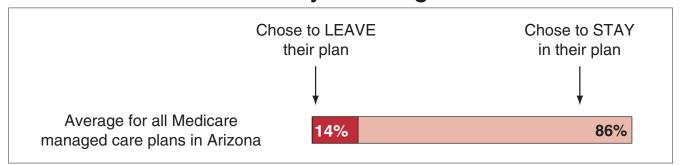
You can call 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048 for the hearing and speech impaired) or look on the Internet at www.medicare.gov and click on Medicare Health Plan Compare to find out how many people with Medicare chose to leave their managed care plans and how many stayed during 1998.

American Samoa Managed Care Plans The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Stayed During 1999

There are no managed care plans in the Medicare program for this area.

Arizona Managed Care Plans

The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Stayed During 1999



Individual Plans

H0359	Aetna U.S. Healthcare, Inc.	8%	92%
H0354	CIGNA HealthCare of Arizona, Inc.	12%	88%
H0307	Humana Health Plan of Arizona, Inc.	Not Available: Medicare did not require this plan to report this information.	
H0351	Intergroup of Arizona, Inc. (Phoenix)	14%	86%
H0351	Intergroup of Arizona, Inc. (Tucson)	9%	91%
H0350	Maricopa County DBA Maricopa	5%	95%
H0303	PacifiCare of Arizona, Inc. (Phoenix)	7%	93%
H0303	PacifiCare of Arizona, Inc. (Tucson)	12%	88%
H0302	Sun Health MediSun, Inc.	Not Available: This plan was too new to measured.	be
H0357	United Healthcare Insurance Company	Not Available: The number of Medicare was too small to report this information.	

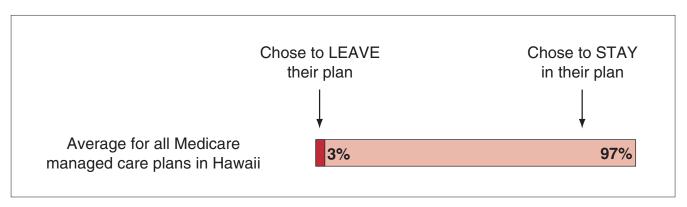
Guam Managed Care Plans

The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Stayed During 1999

There are no managed care plans in the Medicare program for this area.

Hawaii Managed Care Plans

The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Stayed During 1999

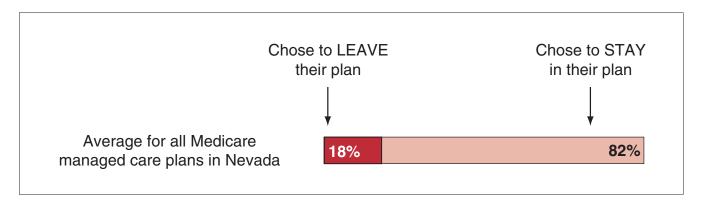


Individual Plans

H1251	Hawaii Medical Service Association	Not Available: Medicare did not require this plan to report this information.
H1252	Health Plan Hawaii	Not Available: This plan was too new to be measured.
H1230	Kaiser Foundation Health Plan, Inc.	3% 97%
H1200	Kaiser Foundation Health Plan, Inc.	Not Available: Medicare did not require this plan to report this information.

Nevada Managed Care Plans

The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Stayed During 1999



Individual Plans

H2931	Health Plan of Nevada	58%	42%
H2961	Health Plan of Nevada	8%	92%
H2960	Hometown Health Plan	9%	91%
H2949	PacifiCare of Nevada, Inc.	13%	87%
H5006	Sterling Life Insurance Company	Not Available: This plan was too new to measured.	o be

Pacific Military Managed Care Plans The Percentage of People With Medicare Who Disenrolled From (Chose to Leave) their Managed Care Plans and the Percentage Who Staved During 1999

There are no managed care plans in the Medicare program for this area.

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Where to call for help with your Medicare questions

The next 7 pages have phone numbers you may call for help. If there is a special number for your state, it will be listed.

If you have questions about	Call
Changing your address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits (see page 37).	Social Security Administration (SSA)
Medigap Policies, long-term care insurance, Medicare health plan choices, Medicare rights and protections, and help with filing an appeal (see page 42).	State Health Insurance Assistance Program
Part B bills and services, and fraud and abuse (see page 40).	Medicare Carrier
Part A bills and services, hospital care, skilled nursing care, and fraud and abuse (see page 39).	Fiscal Intermediary (FI)
General Medicare information, ordering Medicare booklets, and information about health plans (see page 37).	1-800-MEDICARE Helpline
Discrimination (see page 41).	Office for Civil Rights
Reporting fraud and abuse (see page 37).	Office of the Inspector General
Complaints about quality of care, and filing an appeal or complaint (see page 41).	Peer Review Organization (PRO)
Medigap policies available in your area, and insurance questions (see page 43).	State Insurance Department
Low-income programs to help pay medical bills (see page 43).	State Medical Assistance Office
RRB benefits, Medicare bills and coverage, lost Medicare card, Medicare premium amounts, enrolling in Medicare (see page 37).	Railroad Retirement Board (Railroad Retirement beneficiaries only)

If you are in a Medicare managed care plan or Private Fee-for-Service plan, you should call your plan with questions about bills, health services, and appeals.

Note: At the time of printing, telephone numbers listed were correct. Phone numbers sometimes change. To get the most up-to-date phone numbers, call 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048 for the hearing and speech impaired) or go to the Internet at www.medicare.gov and click on Helpful Contacts.

PHONE NUMBERS

The telephone numbers on this page are the same for all states.

1-800-MEDICARE Helpline

0	.11	about.
(2	111	anour:

• Information about health plans

• Ordering Medicare booklets

General Medicare information

• TTY/TDD and local phone numbers

• Information about health information fairs in your area

All States

1-800-MEDICARE

1-800-633-4227

TTY/TDD: 1-877-486-2048

Coordination of Benefits Contractor

Call about:

• Medicare Secondary Payer

• Questions about who pays first

All States

1-800-999-1118

Department of Health and Human Services

Office of the Inspector General

Call about:

• Reporting fraud and abuse in any federal health care program

All States

1-800-447-8477

TTY/TDD: 1-800-377-4950

Railroad Retirement Board

Call about:

(RRB Beneficiaries Only)

- Signing up for Medicare Part A and Part B, lost RRB Medicare card, address change
- Part B bills and services (Palmetto GBA 1-800-833-4455)
- 1-800-833-4455)
- Part A bills and services (see Fiscal Intermediary on page 39)

1-800-808-0772

Social Security Administration

Call about:

• Changing your address

- Lost Medicare card
- Signing up for Medicare Part A and Part B
- Medicare premium problems

All States

1-800-772-1213

TTY/TDD: 1-800-325-0778

Veterans Administration

Call about:

All States

1-800-827-1000

Medical benefits

Durable Medical Equipment Regional Carrier

Call about:

- Bills for durable medical equipment, including diabetic supplies
- List of approved suppliers of this equipment

American Samoa
Arizona
Guam
Hawaii
Nevada
Northern
Mariana Islands

All states in this book 1(800)899-7095

End-Stage Renal Disease

Call about:

- End-Stage Renal Disease (ESRD)
- ESRD quality of care

Note: The network cannot give you information about Part A and Part B, or other health insurance information.

American Samoa
Arizona
Guam
Hawaii
Nevada
Northern
Mariana Islands

1(415)472-8590 1(800)783-8818 1(415)472-8590 1(415)472-8590 1(800)783-8818 1(415)472-8590

Fiscal Intermediaries

Call about:

- Part A bills and services
- Skilled nursing care and hospital services
- Fraud and abuse
- Calls may be referred to another company that covers your claim

American Samoa	1(866)264-4990
Arizona	1(877)602-7909
Guam	1(866)264-4990
Hawaii	1(866)264-4990
Nevada Mutual of	1(877)647-6528
Omaha	
Nevada United	1(866)804-0684
Government	

Services Northern **Mariana Islands**

1(866)264-4990

After December 1, 2000 there will be a new Fiscal Intermediary for all states listed above except Arizona. The phone numbers listed above will not change.

Health Care Financing Administration

Call about:

- Local seminars and health fairs
- Reporting a complaint

American Samoa Arizona Guam Hawaii Nevada Northern **Mariana Islands**

All states in this book

1(415)744-3602

Long-Term Care Ombudsman

Call about:

- Information about nursing homes
- Problems with nursing homes

American Samoa	1(808)586-0100
Arizona	1(602)542-4446
Guam	1(808)586-0100
Hawaii	1(808)586-0100
Nevada	1(800)243-3638
Northern	1(808)586-0100
Mariana Islands	

* in-state calls only

Medicare Carriers

Call about:

- Part B bills
- Part B services
- Fraud and abuseList of participating doctors

and providers

Note: If you get benefits from the Railroad Retirement Board, call the RRB Carrier (Palmetto GBA at 1-800-833-4455).

American Samoa
Arizona
Guam
Hawaii
Nevada
Northern
Mariana Islands

All states in this book1(800)444-4606

PHONE NUMBERS

Office for Civil Rights

Call about:

Discrimination

American Samoa
Arizona
Guam
Hawaii
Nevada
Northern
Mariana Islands

All states in this book1(800)368-1019

Peer Review Organizations

Call about:

• Quality of care concerns

• Filing an appeal or complaint

• Questions about your rights as a hospital patient

American Samoa1(800)524-6550Arizona1(800)359-9909Guam1(800)524-6550Hawaii1(800)524-6550Nevada1(800)748-6773Northern1(800)524-6550Mariana Islands

Regional Home Health Intermediaries

Call about:

- Home health care
- Hospice care
- Fraud and abuse

American Samoa	1(877)602-7904
Arizona	1(877)602-7904
Guam	1(877)602-7904
Hawaii	1(866)264-4990
Nevada	1(877)602-7904
Northern	1(877)602-7904
Mariana Islands	

State Health Insurance Assistance Program

Call about:

- Buying a Medigap Policy
- Dealing with Medicare payment denials or appeals
- Medicare rights and protections
- Your care or treatment
- Choosing a Medicare health plan
- Medicare bills

American Samoa	1(888)875-9229
Arizona	1(800)432-4040
Guam	1(888)875-9229
Hawaii	1(888)875-9229
Nevada	1(800)307-4444
Northern	1(888)875-9229
Mariana Islands	, ,

State Insurance Departments	American Samoa	Number Not
Call about: • Medigap policies sold in your	Arizona Guam	Available 1(800)325-2548* Number Not Available
Insurance-related problems	Hawaii	1(808)586-2790 Hawaii only
	Nevada	1(800)992-0900*
	Northern	Number Not
	Mariana Islands	Available

* in-state calls only

State Medical Assistance Office	American Samoa Arizona	1(808)587-3521
Call about:	Guam	1(800)523-0231 Number Not
 Programs to help pay medical bills for people with low incomes Help with prescription drug 	Hawaii Nevada	Available 1(808)587-3521 1(800)992-0900 x4770*
coverage	Northern Mariana Islands	1(808)587-3521

^{*} in-state calls only

NOTES
